

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of  
Rasiklal P. Shah et al.

Serial No.:

Group Art Unit:

Filed:

Examiner:

For: METHOD AND SYSTEM FOR ENABLING  
TRAINING OF FIELD SERVICE PERSONNEL  
AND FIELD SERVICE OF MACHINES

**INFORMATION DISCLOSURE STATEMENT**

Honorable Assistant Commissioner for Patents  
Washington DC 20231

SIR:

This Information Disclosure Statement is being filed under 37 CFR 1.56 for a continuing application which relies on the filing date of its parent application, such parent application being identified as:

U.S. patent application Serial No.: 09/606,093

Filed: June 27, 2000

Inventor(s): Rasiklal P. Shah, Richard A. Grothman, Kenneth E. Hahn, Bruce T. Ward, Douglas R. Hofstetter, Richard L. Frowein

Title: METHOD AND SYSTEM FOR ENABLING TRAINING OF FIELD SERVICE PERSONNEL AND FIELD SERVICE OF MACHINES

Enclosed are Forms PTO-1449 listing all "prior art" cited in each Form PTO-1449 submitted in the parent application and in each Form PTO-892 cited in the parent application. Pursuant to 37 CFR 1.98(d), no actual copies of documents listed on such forms are being furnished to the PTO with this Information Disclosure Statement.

Date: October 14, 2003

Respectfully  
Submitted,



Penny A. Clarke

Attorney/Agent

General Electric Company  
CRD Patent Docket RM 4A59  
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Telephone No.:

**Notice of References Cited**

Application/Control No.

09/606,093

Applicant(s)/Patent Under  
Reexamination  
SHAH ET AL.

Examiner

Thuy Pardo

Art Unit

2175

Page 1 of 1

**U.S. PATENT DOCUMENTS**

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-5,471,382	11-1995	Tallman et al.	364/413.01
	B	US-6,138,056	10-2000	Hardesty et al.	700/174
	C	US-6,199,099	03-2001	Gershman et al.	709/203
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	N					
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	P					
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	R					
	S					
	T					

**NON-PATENT DOCUMENTS**

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	
	V	
	W	
	X	

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Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

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/	A	US-5,802,524	09-1998	Flowers et al.	707/103
/	B	US-5,890,175	03-1999	Wong et al.	707/505
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	M	US-			

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**INFORMATION DISCLOSURE CITATION***(Use several sheets if necessary)*

Docket Number (Optional)

**RD-27,0****'JSA**

Application Number

Applicant(s)

**Shah et al.**

Filing Date

Group Art Unit

**U.S. PATENT DOCUMENTS**

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,548,714	08/20/96	Becker	395	183.02	

**FOREIGN PATENT DOCUMENTS**

	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO

**OTHER DOCUMENTS** *(Including Author, Title, Date, Pertinent Pages, Etc.)*


**EXAMINER****DATE CONSIDERED**

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FORM PTO-1449  
(REV. 7-80)  
(Title Amended 3/83)

U.S. DEPT. OF COMMERCE  
PATENT AND TRADEMARK OFFICE

ATTY. DOCKET NO.

RD-27075-3

SERIAL NO.

09/606,093

## INFORMATION DISCLOSURE STATEMENT BY APPLICANT--

LIST OF ITEMS

(Use several sheets if necessary)

Applicant

Shah et. al

Filing Date

June 27, 2000

Group

2175

## U.S. PATENT DOCUMENTS

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	AB					
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	AF					
	AG					
	AH					
	AI					
	AJ					
	AK					

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							YES	No
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## OTHER INFORMATION (Including Author, Title, Date, Pertinent pages. Etc.)

	AR	G. Gery, "Electronic Performance Support Systems", "How and why to remake the strategic application of technology", Amdahl Corporation, 1991, ISBN 0-9646223-0-0, Chapter 4, pgs. 88-103.
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EXAMINER

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